

**PAST PERFORMANCE INFORMATION
CONTRACTOR PERFORMANCE CUSTOMER SURVEY QUESTIONNAIRE**

**PRIORITY TELECOMMUNICATIONS SERVICES (PTS)
CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY (CISA)
EMERGENCY COMMUNICATIONS DIVISION (ECD)**

Please complete the following questionnaire and return to the attention of:

Matthew Wetzel
Contract Specialist
Phone: (202) 447-0944
Email: Matthew.Wetzel@hq.dhs.gov

No later than 2:00PM EST on May 31st, 2019.

This survey pertains to:

Contractor Information:

Contractor Name:

Contract Number (#):

Contract Type:

Contract Period of Performance this Survey Covers:

Contract Total (including all Option Periods):

General description of products/services required under the contract:

Survey Filler Information:

Name of Person Completing Survey:

Your Role in this Contract:

Your Company/Agency:

Address:

Telephone:

Date of Survey Completion:

Signature of Survey Filler:

RATINGS

Please answer each of the following questions with a rating that is based on objective measurable performance indicators to the maximum extent possible. Commentary to support very high or very low rating should be noted on page 6.

Assign each area a rating of, 4 (Outstanding), 3 (Good), 2 (Acceptable), and 1 (Unsatisfactory). Use the attached Rating Guidelines as guidance in making these evaluations. Circle the appropriate rating.

QUALITY OF SERVICE

- | | | | | | |
|---|---|---|---|---|-----|
| 1. Compliance with contract requirements: | 1 | 2 | 3 | 4 | N/A |
| 2. Accuracy of reports | 1 | 2 | 3 | 4 | N/A |
| 3. Level of knowledge, experience, and training of personnel | 1 | 2 | 3 | 4 | N/A |
| 4. Capability of personnel to perform required services | 1 | 2 | 3 | 4 | N/A |
| 5. Effectiveness of personnel in performing required services | 1 | 2 | 3 | 4 | N/A |
| 6. Overall quality of service | 1 | 2 | 3 | 4 | N/A |

TIMELINESS OF PERFORMANCE

- | | | | | | |
|--------------------------------------|---|---|---|---|-----|
| 1. Reliability | 1 | 2 | 3 | 4 | N/A |
| 2. Responsive to technical direction | 1 | 2 | 3 | 4 | N/A |

ATTACHMENT 5: Past Performance Questionnaire
70RNPP19R000000004

3. Meets contract delivery schedules and/or task deadlines

1	2	3	4	N/A
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BUSINESS RELATIONS

1. Effective management, including subcontracts

1	2	3	4	N/A
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2. Reasonable/cooperative behavior

1	2	3	4	N/A
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3. Responsive to contract requirements

1	2	3	4	N/A
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4. Notification of problems

1	2	3	4	N/A
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5. Flexibility

1	2	3	4	N/A
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6. Pro-active vs reactive

1	2	3	4	N/A
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COST CONTROL

1. Current, accurate and complete billings

1	2	3	4	N/A
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2. Relationship of negotiated costs to actuals

1	2	3	4	N/A
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3. Cost efficiencies

1	2	3	4	N/A
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CUSTOMER SATISFACTION

1. The contractor is committed to customer satisfaction.
 - a. Contractor Management Personnel
Yes No (*circle one*)
 - b. Contractor Onsite Facility Personnel
Yes No (*circle one*)

ADDITIONAL COMMENTS:

Rating Guidelines

	QUALITY OF PRODUCT OR SERVICE	COST CONTROL	TIMELINESS OF PERFORMANCE	BUSINESS RELATIONS
4 - Outstanding	Contractor is in compliance with contract requirements and/or delivers quality products/services	Contractor is effective in managing costs and submits current, accurate, and complete billings	Contractor is effective in meeting milestones and delivery schedules	Response to inquiries, technical/service/administrative issues is effective
3 - Good	Minor inefficiencies/errors have been identified	Contractor is usually effective in managing costs	Contractor is usually effective in meeting milestones and delivery schedules	Response to inquiries, technical/service/administrative issues is usually effective
2 - Acceptable	Some problems have been encountered	Contractor is having some problems in managing costs effectively	Contractor is having some problems meeting milestones and delivery schedules	Response to inquiries, technical/service/administrative issues is somewhat effective
1 - Unsatisfactory	Contractor is not in compliance and is jeopardizing achievement of contract objectives	Contractor is unable to manage costs effectively	Contractor delays are jeopardizing performance of contract objectives	Response to inquiries, technical/service/administrative issues is not effective

